



Core Services & Shared Infrastructure

MEETING MINUTES

Date: October 12th, 2017

Time: 10:00-11:30AM

Location: University Hall, Room 430a

Present: Ken Hirsh, Bruce Burton, Dom Ferreri, Gary Grafe, Anton Harfmann, Tony Iacobelli, Kerry Overstake, Don Rainwater, Mel Sweet, Stephen Young

Apologies: Katrina Biscay

[Current Membership Roster](#)

1. **Review and approve previous Meeting Minutes (attached)**
 - a. Approved unanimously
2. **Committee Charter Review and Approval (attached)**
 - a. Ken will revise charter with committee's suggestions and send out to committee for review
3. **Enterprise Survey Products Discussion (Ken Hirsh)**
 - a. In September's meeting, the committee discussed the licenses that exist with Survey Monkey (Individual licenses are held throughout the university) and Qualtrics (CECH). There is a need for an enterprise wide survey tool.
 - b. The committee wants to create a technical advisory task force to compare and contrast different products available.
 - i. The committee needs membership representation from the Office of Institutional Research, Brian Verkamp (instituted Qualtrics for CECH), Emily Baute/UCIT-PIO rep, and an Accessibility Network rep.
 - ii. Ken will take this issue in front of ITCAC next meeting and ask for additional membership

Core Services & Shared Infrastructure Committee

Committee Co-chair

Ken Hirsh

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Committee Co-chair

Bruce Burton

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The Core Services and Shared Infrastructure Committee will review and make recommendations on how the university should implement strategy, policies, processes, security, and services for shared IT infrastructure. The Committee will be led and facilitated by co-coordinators as detailed in the IT Governance guidelines. It will also have the responsibility to review and make recommendations concerning infrastructure and software for administrative information systems used by or proposed for the university.

suggestions.

- c. Jesse Fatherree moved to create a task force to perform a market survey and recommend the best product for an enterprise-wide survey tool; Kerry Overstake seconded the motion. The motion passed unanimously.

4. Portal Project Update (Jesse Fatherree)

- a. This project does not have a business owner, nor funding. This is a web service and there are no products to purchase that will meet UC's needs off the shelf.
- b. Jesse wants to try to get on IT Managers agenda to get an idea of the interest in this project, because currently it is lacking and it needs better buy in.
- c. Jesse will develop a one-pager to articulate the portal needs and why it will make everyone's life easier. He will share it on Box for feedback and editing from the committee. The committee should present to Nelson and gain his support. The correct sponsors are also needed.
- d. GRUC is still working with consultant, MStoner, to develop web governance.

5. Technical Advisory Group Update (Gary Grafe)

- a. The committee will email Bruce, Ken, Gary, and Jane with proposed members by 10/20/2018. Jane will compile the suggestions and post to Box for review before membership is complete.

6. Data Center Emergency Shutdown Update (Don Rainwater)

- a. A replacement heating coil has been ordered (the heating element that caused the shutdown on 10/21).
- b. The team is working on ramping up UC's capabilities at the SOCC (State of Ohio Computing Center)
 - i. On 9/15, they tested authentication at the SOCC. There were some complications with Duo Gateway and VPN, but they have since been resolved and will be tested again on 10/20 between 5AM-6AM
 - o Duo Gateway issue – the F5 load balancer configuration
 - o VPN issue – there was a different certificate at the SOCC
- c. Scheduled Maintenance Shutdown on 12/28
 - i. Between now and the scheduled shutdown, they are working to get as many systems to the SOCC as possible.
 - ii. Catalyst will be running at the SOCC – they will cut over before 12/28 and should be moved back to MSB by 1/2/2018
 - o There will be a brief outage when moving it to the SOCC – planning a 4 hour window, but transfer should take less than an hour
 - o The schedule will be shared with this committee closer to the date
 - iii. Problems with the UPS (Uninterrupted Power Supplies) System that occurred during the 8/21 shutdown will be fixed during the all day shutdown – Unit 3 will be connected to the system.
 - iv. Blackboard will not be at the SOCC for the shutdown. We need additional server capacity to be able to run it at the SOCC. UC is currently requesting the funding needed to make this possible.
 - v. A back-up internet connection for UC has been added at 60 West Charlton. It requires a manual process to switch it.

7. Other Updates

- a. Future catalyst upgrade is being planned and will have 2 phases:
 - i. Hardware
 - ii. Software upgrades to improves services
- b. SSLVPN in use at UC needs to be updated/replaced. Currently the NOC is conducting a small pilot to test a possible replacement and Bruce is asking for volunteers to help expand the pilot. Contact Chris Keith if you want to participate.
 - i. UC will be required to either choose a new vendor or upgrade the current version of SSLVPN.
- c. Wepa has printed 430k pages since the start of fall semester.
- d. Support for Adobe Acrobat XI (Pro and Reader version) ends October 15, 2017. End of support means that the product will no longer receive security updates; thus, it becomes a vulnerability. With this in mind, UCIT has instructed units to replace Adobe Acrobat XI (Pro and Reader versions) with Adobe Acrobat 2017/Adobe Acrobat DC. (This does NOT apply if you have Adobe Creative Cloud installed on your computer). The latest version of Adobe Acrobat 2017 and Adobe Acrobat DC have been successfully tested with no issues found in UC Flex

Adjourned @ 11:05AM.

[Core Services and Shared Infrastructure Shared Box Folder](#)